ABSTRACT OF THE DISCLOSURE

A computer-implemented and Internet-based method of managing Accounts Receivable (AR) information includes steps of receiving a customer request for remote Internet access to AR information (such as pending invoices) owned by vendor; retrieving the customer's AR information from a database and enabling the retrieved AR information to be remotely displayed for the customer and enabling the vendor's internal personnel to retrieve and to display the customer's AR information simultaneously as the AR information is displayed for the customer. The customer may dispute an invoice accessed from the database by accessing the vendor's Web site and by selecting a reason code for the dispute and at least a disputed amount to create a pending Credit Memo Request, all without direct manual involvement from the vendor. The pending Credit Memo Request may then sent to and routed through a selected process for the selected reason code, a selected hierarchy of persons empowered to approve Credit Memo Request incorporating the selected reason code and/or a primary approver for the selected reason code. Upon approval of the Credit Memo Request, a Credit Memo may be automatically generated and the disputed amount may be credited to the disputed invoice. The customer may be notified of the approval or rejection of the Credit Memo Request, as may be selected personnel internal to the vendor. Real time balances may be available to the customer on a self-serve basis, as are other common AR-related services.